

Future Stars Coaching
2 Linden Road
Clevedon
BS21 7SN
15th October, 2024

Dear Parents/Guardians,

Following on from the correspondence from school last week, we're thrilled to announce that our clubs are now live on our website and you are now able to make bookings for our **Breakfast Clubs** and **Wrap Around Care Clubs** at your school! We are excited to begin working with your children and providing a safe, fun, and engaging environment during these important parts of the day. You may have already seen me (Reece) around the school recently, as we've been preparing for a smooth start to our new clubs.

Club information:

- **Breakfast Club:**
 - Monday – Friday
 - 8:00 am – 8:40 am
 - £5.00 per session
- **Wrap Around Care Club:**
 - Monday – Friday
 - Full ticket: 15:30 – 17:30 - £11.00
 - Early half ticket 15:30 – 16:30 - £6.00
 - Late half ticket 16:30 – 17:30 - £6.00

How to book:

To secure a spot for your child, bookings can be made directly through our website at www.futurestarscoaching.co.uk

Simply click the "Sign Up" button, which will take you straight to our account sign up form, and register your child under your account. You'll only need to do this once – and from then on, you'll be able to make quick bookings simply on a day-to day or termly basis.

- **Breakfast Club bookings** must be made online by 7:25 AM on the day of the session.
- **Wrap Around Care bookings** must be made by 11:59 AM on the day of the session.

If you need to book sessions after the cut-off time, please call our office at 01275 867128, and we'll be happy to assist you with same-day bookings.

Safety and Security

For the safety of all children, anyone collecting your child from Wrap Around Care will need to provide the correct **signing-out password**. This password can be set up when you create your parent account. This is an important part of our safeguarding procedures and we appreciate your cooperation in helping us keep your children safe.

Payment information:

We kindly request that all payments be made within 14 days of booking. Please note that, unlike Parent Pay, we do not hold credit balances, so we ask that you only transfer the exact amount for your bookings.

We are currently in the process of registering with HMRC Tax Free Childcare and numerous childcare voucher schemes, and we will soon be able to accept payments through these options. In the meantime, you're able to do the following:

- Pay via card at checkout for all bookings
- Pay into your HMRC TFC or childcare voucher account when you make bookings, and then when we have the details through, transfer the payments through to us in a few weeks' time. (We acknowledge this will be outside of the usual 14-day payment window).
- **Please note: your bookings will remain secure even without payment**

We will keep you updated as soon as we have the HMRC & Childcare voucher details available.

Transferring bookings:

We understand that plans can change. If you need to move a booking to another date, we offer a **24-hour transfer policy**. Just let us know within 24 hours of the club, and we'll be happy to transfer your booking. Unfortunately, we are unable to offer cancellations, but you can view our full cancellation policy on our website under the 'Resources/Hub' section.

Site phones:

Our clubs might run outside of our office hours. If you need to get hold of a coach in an emergency (please note that our coaches are there to be with your children so we don't want them on the phone unnecessarily), please contact this number: 07351320276.

We're really looking forward to getting started and can't wait to meet you and your children. If you have any questions or need assistance with booking, feel free to contact us at: info@futurestarscoaching.co.uk

Thank you for your support, and we look forward to a great start!

Best regards,

Reece Fosh

Director

Future Stars Coaching Burnham and the Poldens